

## Student Success Center

Office or Department of Academic Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

### Department and Assessment Report Information

<b>Prepared on: 7/27/2020 4:01:35 PM</b>	<b>Prepared by: brock.giddens@mga.edu</b>
<b>For which department or area are you reporting?</b>	<b>Student Success Center</b>
<b>What is the name and MGA email address of the person responsible for this report?</b>	<b>Brock Giddens, brock.giddens@mga.edu</b>

### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The mission of the Student Success Center is to positively impact retention and progression by providing academic assistance and support to students and faculty at Middle Georgia State University.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	To provide MGA students with tutoring services to support academic success and to promote the services and resources of the SSC to MGA faculty and students.
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Students will gain knowledge in course material and competence in study skills by attending in-person/online tutoring at MGA's Student Success Centers (SSC).
<b>Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	An online Client Report Form survey is emailed to each student after attending a tutoring session, consisting of 6 questions and a free response comment field, requesting a measure of evaluation for the tutoring session's academic success. Students are provided as much time as needed to complete the online evaluation.
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	10% participation (all of which is completely voluntary)
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	During FY 20, the SSC had a 19.6% completion rate.
<b>Objective 1: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The SSC will continue to emphasize the importance of encouraging tutees to fill out the tutor evaluation form prior to exiting their session to increase overall participation.

**Objective 2**

<p><b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b></p>	<p>Students are satisfied (measured by an overall average of 3.5 or above, on a scale of 1-5 on surveys) with the tutoring services provided by the SSC.</p>
<p><b>Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b></p>	<p>An online Client Report Form (CRF) was emailed to each student after attending a tutoring session. The survey consists of 6 questions and a free response comment field. The six questions are; "The tutor treated me with respect", "The tutor focused on the subject", "The tutor was enthusiastic about the subject", "The tutor presented material clearly", "The tutor helped my study skills", "I would recommend this tutor", "Comments (What was most helpful in the session?" Any suggestions for improvement or resources you may need?).</p>
<p><b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b></p>	<p>The target outcome was to score a minimum satisfaction rate of 3.5% on the CRF.</p>
<p><b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b></p>	<p>During the FY20 year, the SSC received an overall rate of 4.87% on the CRF.</p>
<p><b>Objective 2: Did your department meet this objective?</b></p>	<p>The department exceeded this objective.</p>
<p><b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b></p>	<p>The lowest ranked question still continues to be "Helped my study skills". This particular question was ranked at a overall average of 4.80. This was slightly higher than FY19, as it came in at 4.75. Emphasis will be placed on study skills within the next fiscal year during tutor training.</p>

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Students will have access to tutoring in a variety of courses with a goal of 75 courses tutored per year and a 70% of tutoring requests met per academic year (June-July).
<b>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	The department utilizes the WOnline software to record and track courses as they are selected by students during their appointment registration. Each time a student requests a tutoring session, the student must select their course and professor for the course being tutored.
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome for this objective is to reach a minimum of 75 courses tutored and maintain a service level of 70% to tutoring requests being met.
<b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	The SSC was able to tutor 113 courses during FY20, surpassing the goal of 75 courses to be offered. The SSC came very close to reaching a 70% request level as the final percentage for FY 20 was 63.1%.
<b>Objective 3: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	While the SSC met the overall tutor course percentage, it did not meet the targeted outcome of 70% for tutoring requests met. The SSC will work intensively on training future tutors to attend all appointments in a timely manner and record their sessions with the WOnline software.

#### Objective 4

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Faculty and students will be aware of the SSC services and resources that are available to them through "in-class" visits at the beginning of the semester and through unique page views on the SSC webpage.
<b>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Class visits will be calculated by summing the total visits to each classroom on all 5 campuses.
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome of this objective is to reach a minimum of 20 visits per semester, totaling a minimum of 60 per academic year.
<b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	The SSC had a total of 75 class visits during the fiscal year.
<b>Objective 4: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The SSC could have extended their visit total for Spring, however due to COVID-19, all in class courses were moved to online instruction.

**Future Plans**

<p><b>Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<ol style="list-style-type: none"> <li>1. As MGA continues to build its relationships with the online community, the SSC will create a stronger online presence by conducting embedded tutoring in online course offerings. A pilot study will be conducted during FY21.</li> <li>2. The SSC will work to increase its involvement with faculty by conducting in class discussions about the SSC's functions and resources. The recent COVID-19 pandemic may play a role in the continued efforts of this objective.</li> <li>3. The SSC will continue to broaden its courses tutored and reach a minimum of 80 courses tutored and work to reach the 70% minimum of tutor requests being met.</li> <li>4. Client Report Forms will continue to be used to measure the tutoring session's academic success by having 20% participation in completing the report forms.</li> </ol>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>As MGA continues to grow within online learning, the SSC will increase its involvement and support by offering more online tutoring services.</p>

**Open Box for Additional Comments**

<p><b>Open Text Box For Assessment Comments:</b></p>	
<p><b>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</b></p>	<p>During the COVID-19 pandemic, the SSC was impacted by being forced to offer tutoring services completely online. The SSC also could not offer in class visits as all coursework was moved to completely online. Most students prefer tutoring services as a face to face option. The pandemic crippled the SSC's ability to conduct customary tutoring sessions, as many students have not sought the center's resources online.</p>

